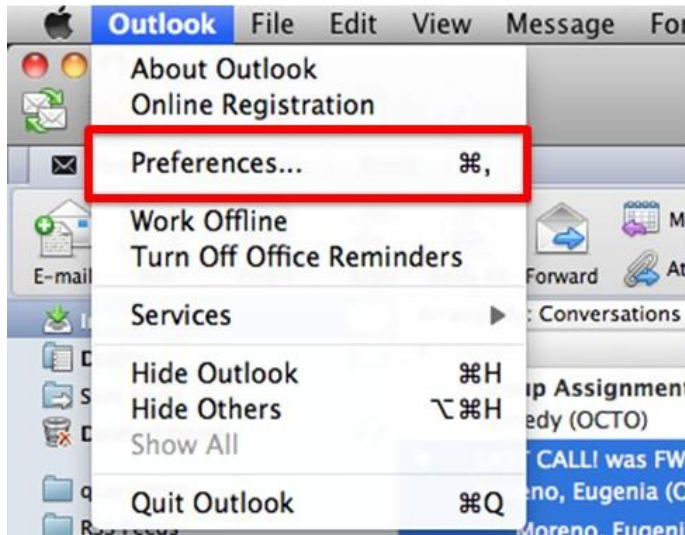


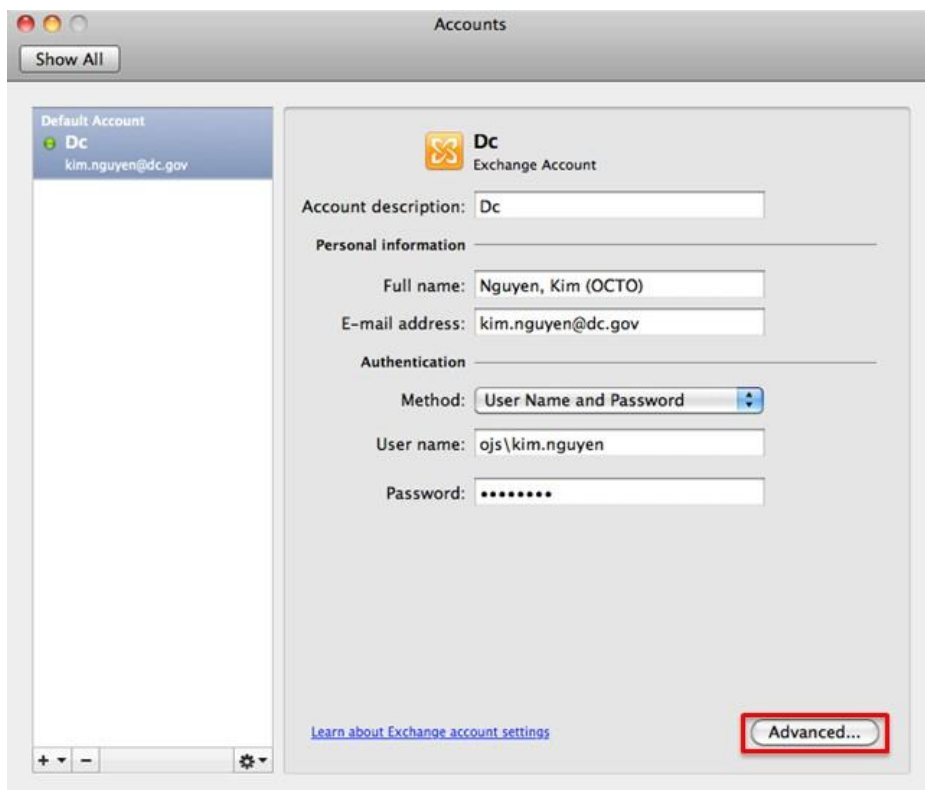
How to Add an Additional Mailbox – Instructions for Mac

Outlook 2011 for Mac

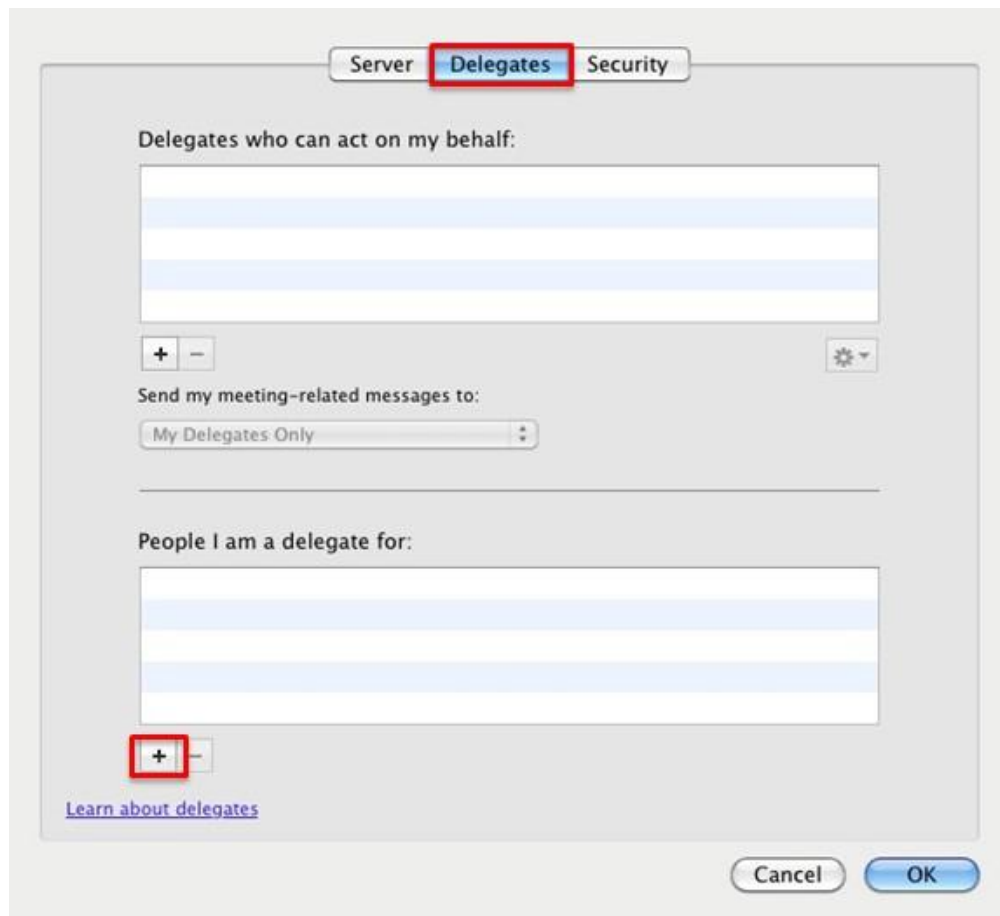
1. With Outlook 2011 for Mac open, **Click** on **Outlook** on the top menu, and **select Preferences...**



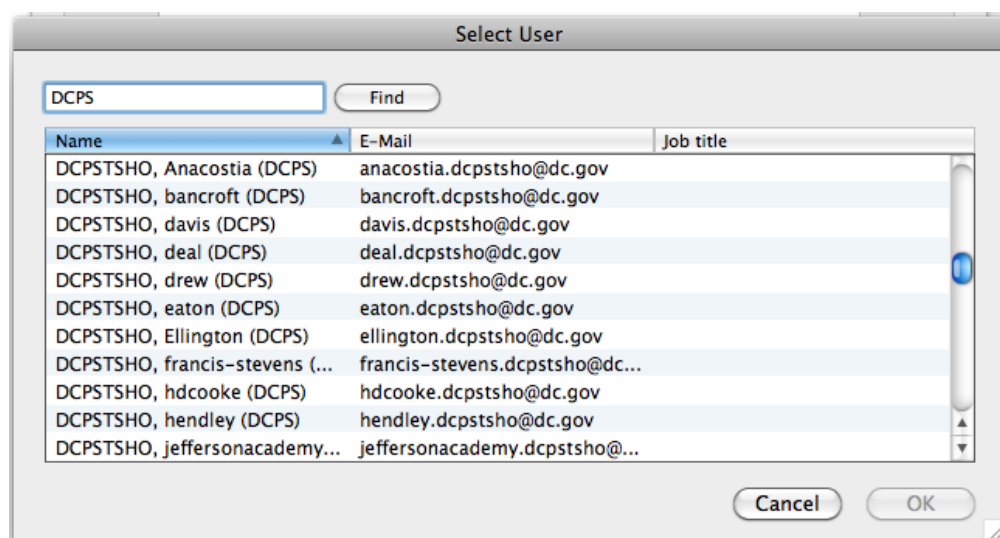
2. **Select** your DC Exchange account, then **click** on the **Advanced...** button:



3. Click the **Delegates** tab. Click the plus (+) sign under "People I am a delegate for:"



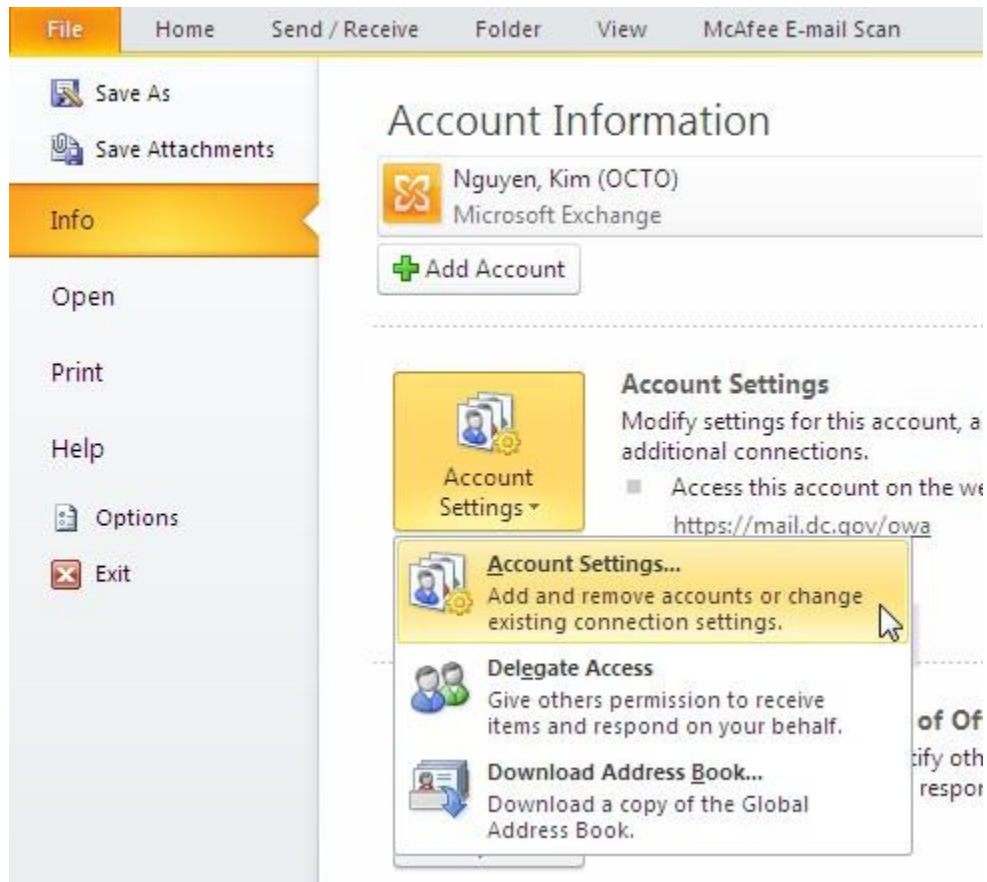
4. Search for the Additional Mailbox that you are trying to add. You can also search by e-mail address if necessary.



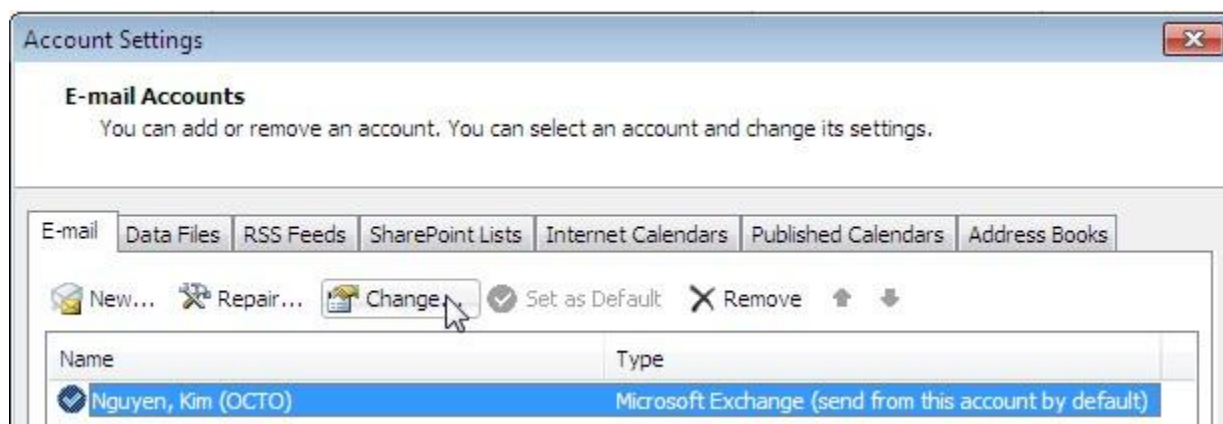
5. Once you have found their account, select their name and click OK.

Outlook 2010

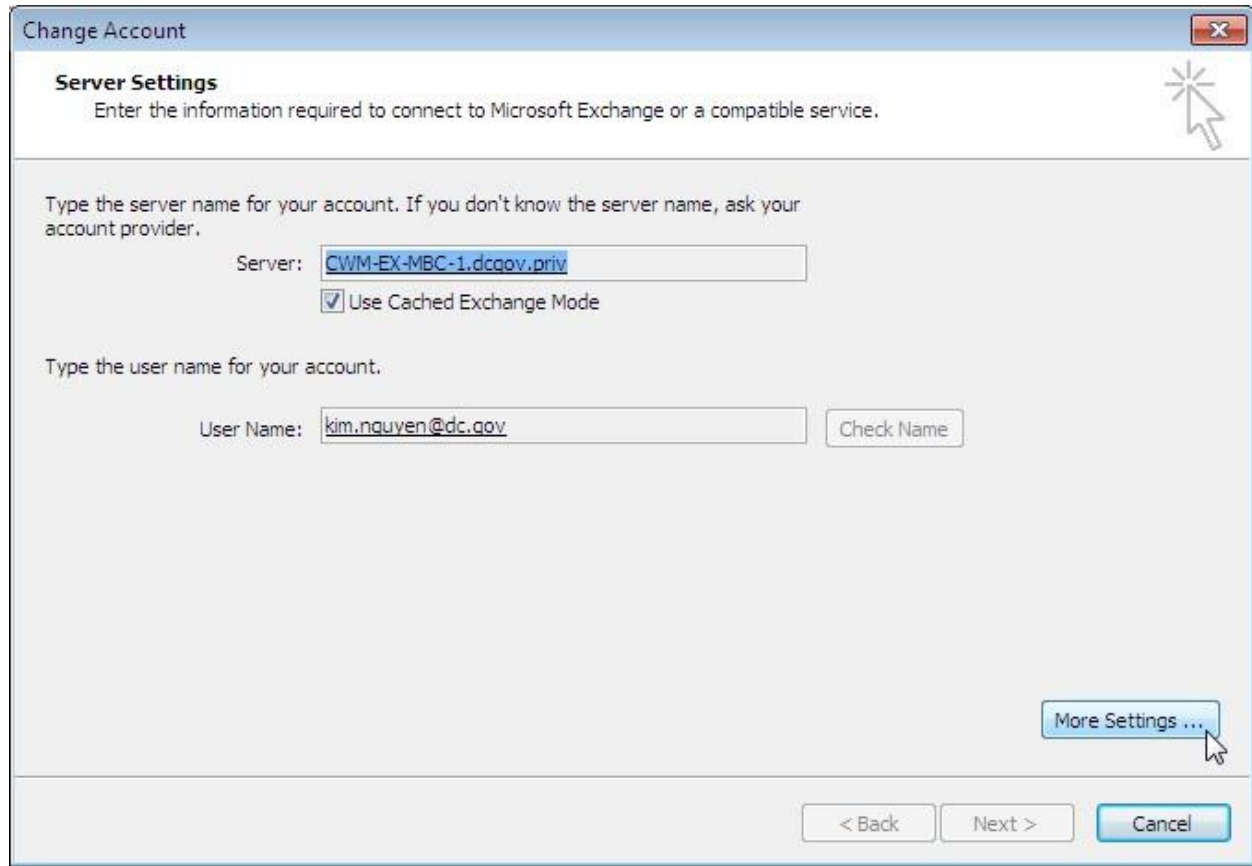
1. Click on File. Click on the Account Settings button. Select Account Settings:



2. Click on Change:



3. Click on **More Settings...**:



The screenshot shows the 'Change Account' dialog box with the 'Server Settings' tab selected. The dialog has a title bar with a close button. Below the title bar, the text 'Server Settings' is followed by the instruction 'Enter the information required to connect to Microsoft Exchange or a compatible service.' There is a list icon in the top right corner. The main area contains two sections: 'Type the server name for your account. If you don't know the server name, ask your account provider.' with a 'Server:' text box containing 'CWM-EX-MBC-1.dccgov.priv' and a checked 'Use Cached Exchange Mode' checkbox; and 'Type the user name for your account.' with a 'User Name:' text box containing 'kim.nguyen@dc.gov' and a 'Check Name' button. At the bottom right is a 'More Settings ...' button. At the bottom are '< Back', 'Next >', and 'Cancel' buttons.

Change Account

Server Settings
Enter the information required to connect to Microsoft Exchange or a compatible service.

Type the server name for your account. If you don't know the server name, ask your account provider.

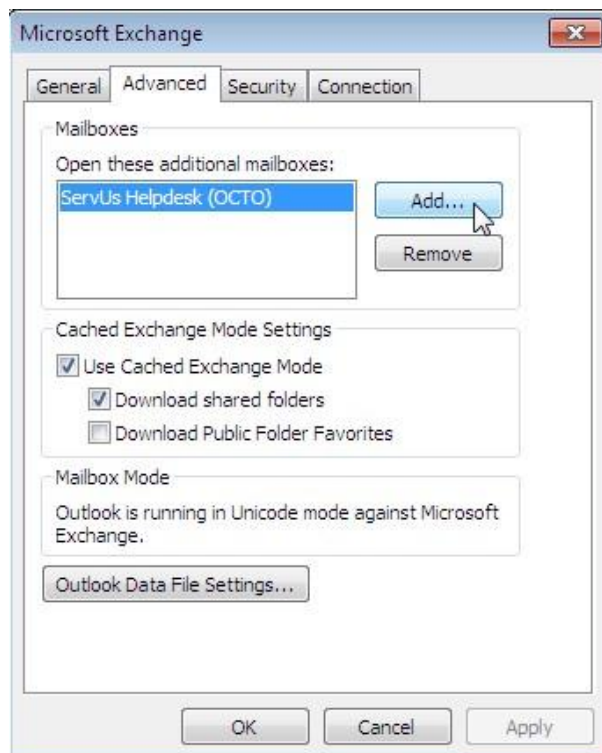
Server:

☒ Use Cached Exchange Mode

Type the user name for your account.

User Name:

4. Click on the **Advanced** tab and then click on **Add**:



The screenshot shows the 'Microsoft Exchange' dialog box with the 'Advanced' tab selected. The dialog has a title bar with a close button. Below the title bar, there are four tabs: 'General', 'Advanced', 'Security', and 'Connection'. The 'Advanced' tab is active. It contains three sections: 'Mailboxes' with a list box showing 'ServUs Helpdesk (OCTO)' and 'Add...' and 'Remove' buttons; 'Cached Exchange Mode Settings' with checked boxes for 'Use Cached Exchange Mode' and 'Download shared folders', and an unchecked box for 'Download Public Folder Favorites'; and 'Mailbox Mode' with the text 'Outlook is running in Unicode mode against Microsoft Exchange.' and an 'Outlook Data File Settings...' button. At the bottom are 'OK', 'Cancel', and 'Apply' buttons.

Microsoft Exchange

General Advanced Security Connection

Mailboxes

Open these additional mailboxes:

Cached Exchange Mode Settings

☒ Use Cached Exchange Mode

☒ Download shared folders

☐ Download Public Folder Favorites

Mailbox Mode

Outlook is running in Unicode mode against Microsoft Exchange.

5. Enter the email address of the delegated mailbox in the Add mailbox field:



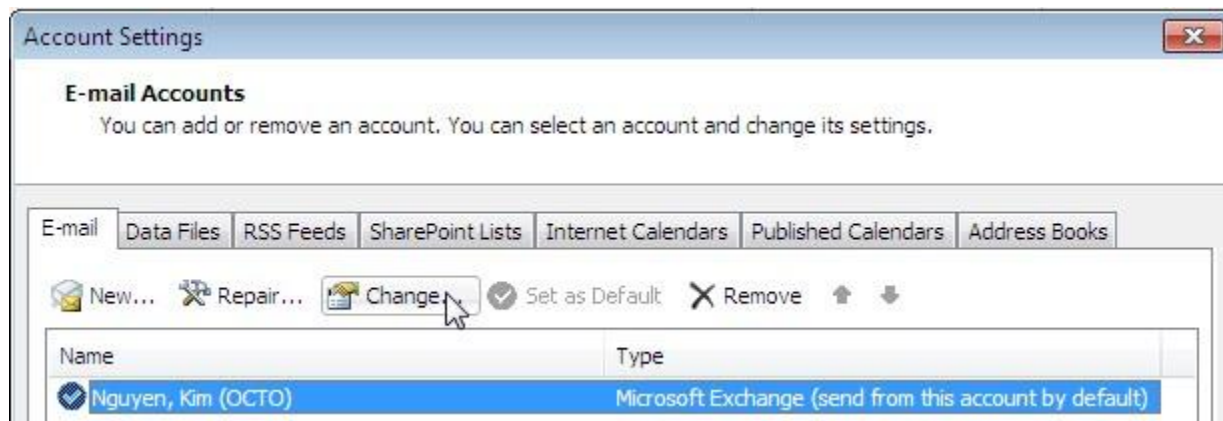
6. **Click on Apply** and then on **OK**. Outlook will now be busy accessing the other mailbox's data, so this may take a while. Close the Account Settings window. You should now see both mailboxes in the Outlook profile.

Outlook 2007

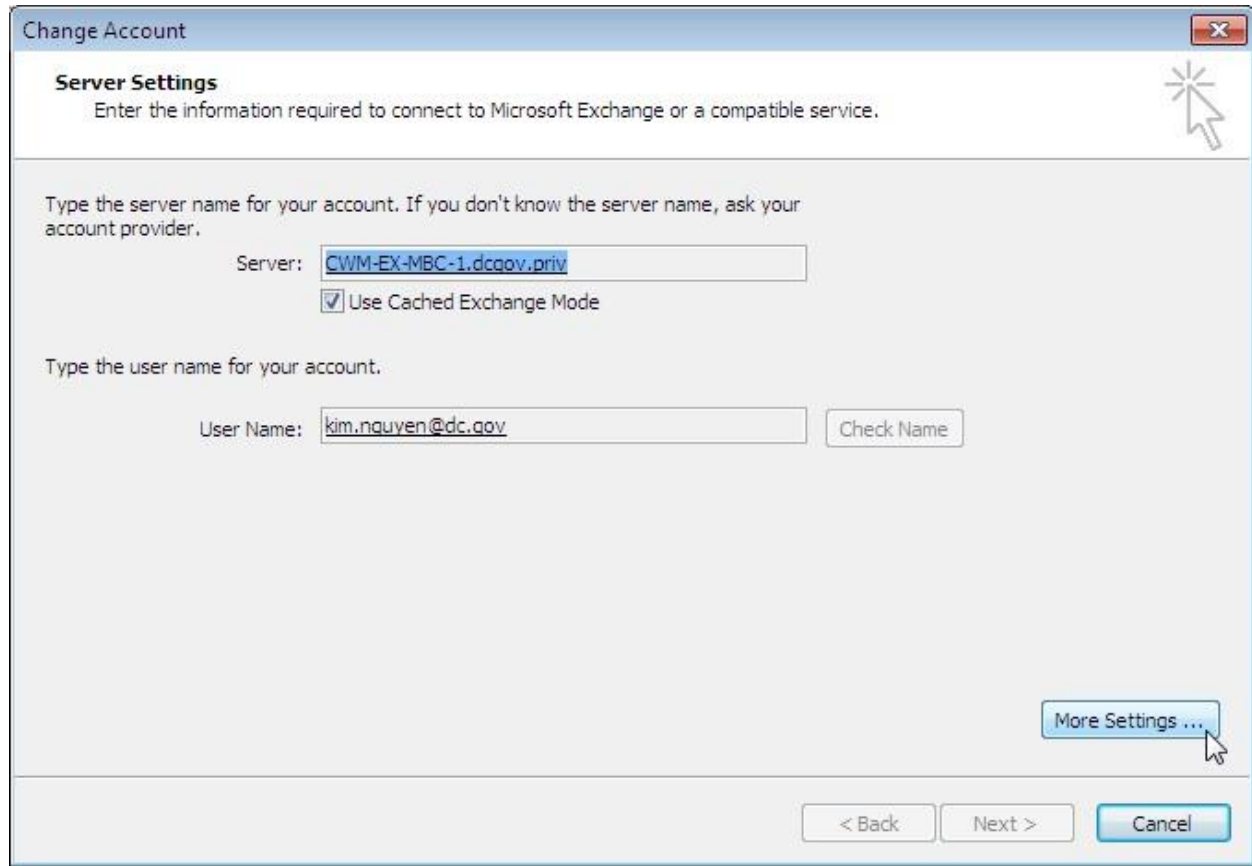
1. Click on **Tools**. Select **Account Settings**:



7. Click on **Change**:



8. Click on **More Settings...**:



The screenshot shows the 'Change Account' dialog box with the 'Server Settings' tab selected. The dialog has a title bar with a close button. Below the title bar, the text 'Server Settings' is followed by the instruction 'Enter the information required to connect to Microsoft Exchange or a compatible service.' There is a section for 'Server' with a text box containing 'CWM-EX-MBC-1.dccgov.priv' and a checked checkbox for 'Use Cached Exchange Mode'. Below this is a section for 'User Name' with a text box containing 'kim.nguyen@dc.gov' and a 'Check Name' button. At the bottom right, there is a 'More Settings ...' button with a mouse cursor pointing to it. At the very bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Change Account

Server Settings
Enter the information required to connect to Microsoft Exchange or a compatible service.

Type the server name for your account. If you don't know the server name, ask your account provider.

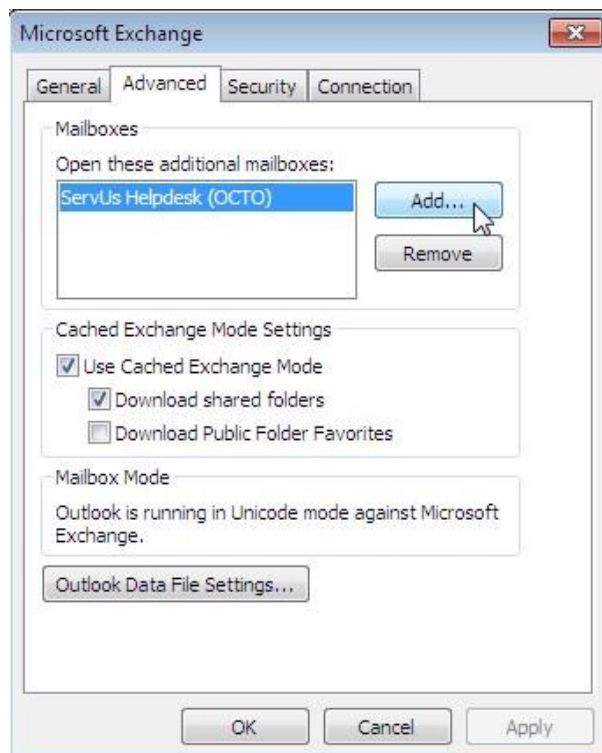
Server:

☒ Use Cached Exchange Mode

Type the user name for your account.

User Name:

9. Click on the **Advanced** tab and then click on **Add**:



The screenshot shows the 'Microsoft Exchange' dialog box with the 'Advanced' tab selected. The dialog has a title bar with a close button. Below the title bar, there are four tabs: 'General', 'Advanced', 'Security', and 'Connection'. The 'Advanced' tab is active. It contains three sections: 'Mailboxes' with a list box showing 'ServUs Helpdesk (OCTO)' and buttons 'Add...' and 'Remove'; 'Cached Exchange Mode Settings' with checkboxes for 'Use Cached Exchange Mode', 'Download shared folders', and 'Download Public Folder Favorites'; and 'Mailbox Mode' with a text box stating 'Outlook is running in Unicode mode against Microsoft Exchange.' and an 'Outlook Data File Settings...' button. At the bottom, there are three buttons: 'OK', 'Cancel', and 'Apply'.

Microsoft Exchange

General Advanced Security Connection

Mailboxes

Open these additional mailboxes:

Cached Exchange Mode Settings

☒ Use Cached Exchange Mode

☒ Download shared folders

☐ Download Public Folder Favorites

Mailbox Mode

Outlook is running in Unicode mode against Microsoft Exchange.

10. Enter the email address of the delegated mailbox in the Add mailbox field:



11. **Click on Apply** and then on **OK**. Outlook will now be busy accessing the other mailbox's data, so this may take a while. Close the Account Settings window. You should now see both mailboxes in the Outlook profile.